User's Manual

STOR.E CLOUD

EN

TOSHIBA
Leading Innovation

Table of Contents

Introduction 3
Toshiba Places 3
Check the Components 4
Safety Instructions 4
System Requirements 8
Hardware Features 8
Installation 10
Software Features 16
Settings 29
Advanced Operations 36
Remote Access Features 46
Product Specifications 48
Reset and Erase 49
Solutions to Common Issues 50
TOSHIBA Support 51
Trademarks 51
Regulatory statements 52

Introduction

Thank you for choosing the Toshiba STOR.E CLOUD (“Canvio Personal Cloud” in some countries).

Our creative marketing and technical engineering teams have worked diligently to make this product very easy-to-use. We invite you to share your STOR.E CLOUD experiences with family and friends.

This device will transform the way you manage and share music, videos, photos, and files.

Here are the features and benefits:

- upload and share your music, video, photos and files with your family and friends at anytime and from anywhere;
- add or change each user or group to allow access to all, several, or a few files;
- use your PC to access and work on your files that are saved on the STOR.E CLOUD;
- reduce the amount of storage space used on your PC;
- listen to music and view favorite videos on a smartphone, tablet, or Smart TV;
- and create a backup and restore digital media, files, folders, or entire PC.

Take a few minutes to read through the User’s Manual. It will guide you through the setup and features.

If you need more information on other operations which are not found in this documentation, please visit *http://www.toshibastorage.com/personalcloud*.

Toshiba Places

Toshiba Places offers you a convenient way to browse, access and buy music, video and other content to enjoy on your PC*. Just go to *www.toshibaplaces.com* and enjoy!

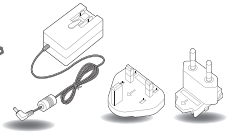
*Content available depends on country of residence.

Check the Components

STOR.E CLOUD

Installation CD

Quick Start Guide


AC adaptor with EU & UK plugs

Ethernet cable

Safety Instructions

This section lists important precautions which users of our product(s) (and anyone else) should observe in order to avoid injury and damage to property, and to ensure safe and correct use of our products. Please be sure that you understand the meanings of the labels and graphic symbols described below before you move on to the detailed descriptions of the precautions, and comply with the precautions stated.

Explanation of Labels

⚠DANGER	Indicates a hazardous situation which, if not avoided, will result in death or serious injury[1].
⚠WARNING	Indicates a hazardous situation which, if not avoided, could result in death or serious injury[1].
⚠CAUTION	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury[2].
NOTICE	Indicates practices that may cause property damage[3] and other problems, but not personal injury

1. *Serious injury includes blindness, wounds, burns (low and high temperature), electric shock, fractures, and poisoning, etc. with long-lasting effects or that require hospitalization and/or long-term hospital visits for treatment.*
2. *Minor or moderate injury includes wounds, burns, electric shock, etc. not requiring hospitalization and/or long-term hospital visits for treatment.*
3. *Property damage means damage to customer or third party machines and equipment.*

Explanation of Graphic Symbols

Prohibited	Indicates prohibited actions.
Instructions	Indicates actions that must be undertaken for safety purposes.

⚠WARNING

Prohibited	**Do not leave parts such as plastic covers and electrical plug within the reach of children and pets.** Misuse of the part including, without limitation, accidental swallowing the part may cause choking and suffocation resulting in death or serious injury. If you suspect a part has been swallowed, immediately take appropriate emergency action and consult a doctor.
Prohibited	**Do not attempt to connect or disconnect a power plug with wet hands.** **Do not place heavy objects on the STOR.E CLOUD or power cable/cord.** **Do not bend, twist, splice or alter the power cable/cord.** **Do not place the STOR.E CLOUD or the power cable/cord near a heat source.** Doing so may result in fire or electric shock, possibly resulting in serious injury.
Prohibited	**Do not disassemble, analyze, reverse-engineer, alter, modify, translate or copy the STOR.E CLOUD, or remove its cover.** These actions will void the product warranty and may cause a fire or electric shock, possibly resulting in serious injury.
Prohibited	**Do not allow any liquids or metal objects such as screws, staples or paper clips to enter the STOR.E CLOUD.** Foreign objects may create a short circuit, which may cause product damage and fire, possibly resulting in serious injury.
Prohibited	**Do not use it in wet or outside conditions.** This may cause a fire or electric shock, possibly resulting in serious injury.

Prohibited	**Do not plug the AC adaptor into a power source that does not correspond to the voltage, current and the frequency specified on the regulatory label of the unit.** An overload on the socket and/or AC adaptor may cause a fire or electric shock, possibly resulting in serious injury.
Prohibited	**Do not pull on the power cable/cord to remove a plug from a socket. Always grasp the plug directly.** Pulling a power cable/cord may cause fracture resulting in a fire or electric shock and serious injury.
Instructions	**If the Product produces an odor, overheats or smokes, immediately turn off the device and disconnect the power cord from the outlet.** Failure to do so may result in fire, damage to the STOR.E CLOUD and/or personal injury including burns and electric shock. **Do not use the STOR.E CLOUD again.** Please contact the store from which you purchased it.
Instructions	**Avoid extended contact between the STOR.E CLOUD and/or AC adaptor and your skin.** The STOR.E CLOUD and the AC adaptor may become hot! Avoid prolonged contact to prevent skin irritation and/or heat injury.
Instructions	**Always confirm that the power plug has been fully inserted into the socket, to ensure a secure electrical connection.** An overload on the socket may cause a fire or electric shock, possibly resulting in serious injury.
Instructions	**Always make sure the STOR.E CLOUD and AC adaptor have adequate ventilation and are protected from overheating when the AC adaptor is connected to a power outlet.** Inadequate ventilation may cause the STOR.E CLOUD and AC adaptor to overheat resulting in a fire or electric shock and serious injury.
Instructions	**If dust gets on the power plug connectors or connector base, turn the power off and disconnect the power plug.** **Then clean the connector and/or connector base with a dry soft cloth.** Failure to do so may cause a fire or electric shock, possibly resulting in serious injury.

⚠ CAUTION

Prohibited	**Do not place the STOR.E CLOUD on a shaky table, uneven, tilted surface or other unstable location.** STOR.E CLOUD may fall, causing damage or possibly injury.
Prohibited	**Do not use the STOR.E CLOUD and the router during a thunderstorm. If you see lightning or hear thunder, immediately turn off the devices to which the STOR.E CLOUD is connected, including the router, computer and peripherals, and disconnect the power cord from the outlet.** An electric surge caused by the lightning may result in a system failure, loss of data or damage to the STOR.E CLOUD.
Prohibited	**Do not expose it to high or low temperatures or sudden temperature changes.** This may cause condensation, resulting in a system failure, malfunction, loss of data or damage to the STOR.E CLOUD.
Prohibited	**Do not move, drop or shake the STOR.E CLOUD while it is operating.** This may cause a system failure, malfunction, loss of data or damage to the STOR.E CLOUD.
Prohibited	**Do not clean the STOR.E CLOUD or any accessories with any chemicals.To clean the outside of the STOR.E CLOUD or the accessories, use a dry soft cloth.** Use of chemicals may result in deterioration, deformation or discoloration of those items and the loss of data.
Prohibited	**Do not place the STOR.E CLOUD near an object that generates a magnetic field, such as a speaker or TV.** **Do not wear magnetic bracelets while using the STOR.E CLOUD.** Exposure to magnetic fields may cause system failure, malfunction or loss of data.
Instructions	**To protect against accidental data loss, back up your data frequently on multiple types of storage media.** Toshiba does not warrant that the use or operation of the STOR.E CLOUD will be error free, nor does it warrant that any data stored on the STOR.E CLOUD will remain accessible or uncorrupted.

Instructions	**Use only the accessories supplied by the manufacturer.** Failure to do so may result in a system failure, loss of data or damage to the STOR.E CLOUD.

System Requirements

Hardware Requirements

- PC or laptop and Network Router (not included)

Operating System

- One of the following must be installed: Microsoft® Windows® XP 32-bit, Windows Vista® 32- or 64-bit, Windows® 7 32- or 64-bit, Windows® 8 32- or 64-bit

Web Browser

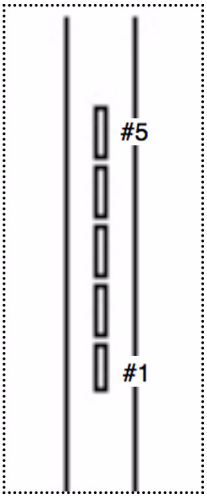
- One of the following must be installed: Microsoft® Internet Explorer® 7 or later, Mozilla® Firefox® 3 or later, Google Chrome™ 13 or later, Apple® Safari® 4 or later

Hardware Features

Front View

The STOR.E CLOUD has a set of LEDs which are used as optical indicators to reflect the available storage capacity and the condition of the STOR.E CLOUD.

The LEDs are numbered from #1 to #5 (beginning from the bottom to the top).



Colors

- LEDs #1 thru #4 are white.
- LED #5 is amber.

Power Status

- **On:** LED #1 is steady on
- **Active:** LED #1 flashes on and off with drive activity
- **Low-power (sleep) mode:** LED #1 will flash slowly
  (1 second on and 2 seconds off)

Filled Storage Capacity (Fill Gauge)

Fill Gauge (range in percentage)	**Corresponding LED(s) lit**
Less than 30%	#1
30% - 50%	#1, #2
50% - 70%	#1, #2, #3
70% - 90%	#1, #2, #3, #4
More than 90%	#1, #2, #3, #4, #5

Timer-controlled HDD Sleep Mode

By default, the STOR.E CLOUD Hard Disk Drive (HDD) sleep mode feature is not enabled.

1. To enable this feature, click Settings.
2. Under **Enable HDD Standby**, move the switch to On.

This will save on the power used by the STOR.E CLOUD and is recommended if you will not be accessing the device frequently.

After 10 minutes of inactivity, the HDD will enter into sleep mode.

If the device is in sleep mode, it will take up to 30 seconds to wake up and respond to the first request. It will respond normally to subsequent requests, until the next period of 10 minutes of inactivity.

Back View

① Reset button: This button is used to reset the name of the Canvio Personal Cloud and the admin password (“admin”) without erasing any data.

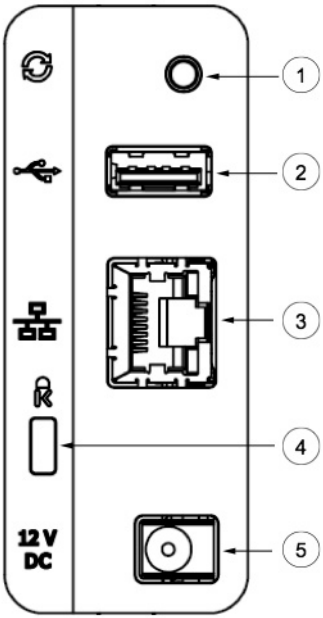
To reset the device, hold down the reset button for 2 seconds, until the LEDs on the front panel flash.

② USB port: This port is used to connect an external USB disk, USB flash drive, or a USB printer.

③ Ethernet port: Use this port to connect the ethernet cable from your STOR.E CLOUD to the network router or switch.

④ Kensington lock slot: This slot can be used with any Kensington-compatible lock to secure the STOR.E CLOUD.

⑤ 12V DC: This can only be used with the Toshiba approved and supplied power adapter.



⚠WARNING

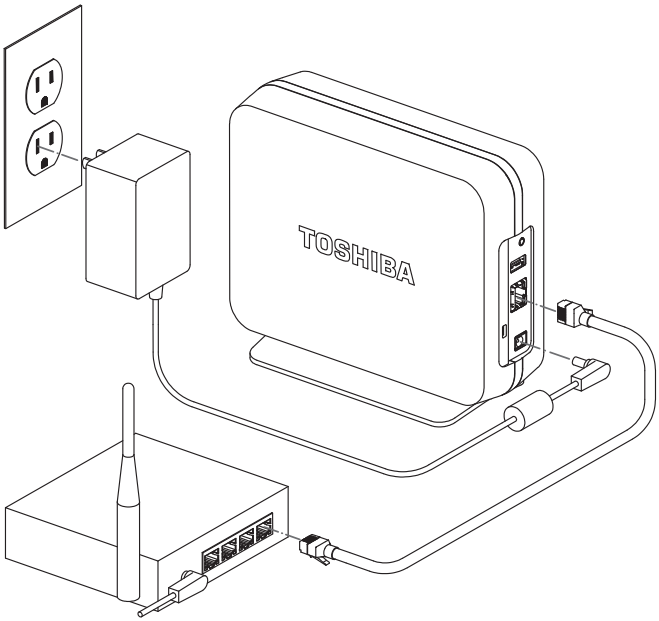
Always confirm that the power plug (and extension cable plug if used) has been fully inserted into the socket, to ensure a secure electrical connection. Failure to do so may result in a fire, electric shock, or serious injury.

Toshiba does not assume any liability for any damage caused by the use of an incompatible adapter.

Installation

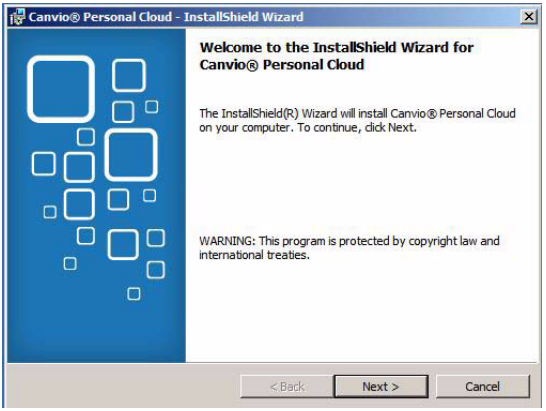
To Set Up the STOR.E CLOUD

1. One end of the ethernet cable is plugged into the STOR.E CLOUD. (Refer to the Back of the STOR.E CLOUD)
2. The other end of the ethernet cable is plugged into the network router or switch, which is not included in the package, on your network.
3. The AC adapter is plugged into the STOR.E CLOUD (Refer to the Back of the STOR.E CLOUD). Then, plug the other end into an AC power outlet.



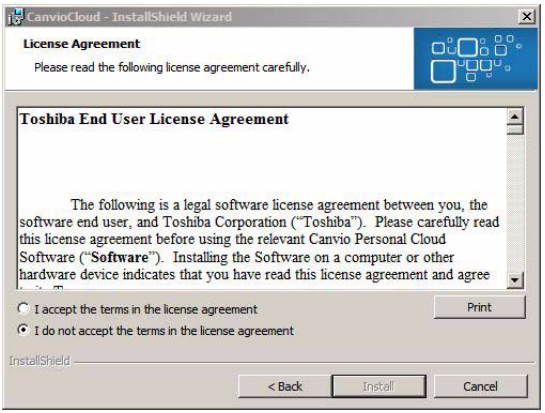
To Install the STOR.E CLOUD Software (“Canvio Personal Cloud”)

1. Insert the Installation software CD into the CD-Rom Drive of the PC.
   The InstallShield Wizard will run automatically.
2. If it does not, double-click on the CD icon to open the contents. Select the application named **setup.exe**. Then, go to Step 6.
3. If your PC does not have a CD-Rom Drive, open an internet browser and go to Toshiba customer support center at *http:// www.toshibastorage.com/personalcloud*.
4. Download the installer application from this page.
5. Once it is downloaded, follow the instructions to run the application.

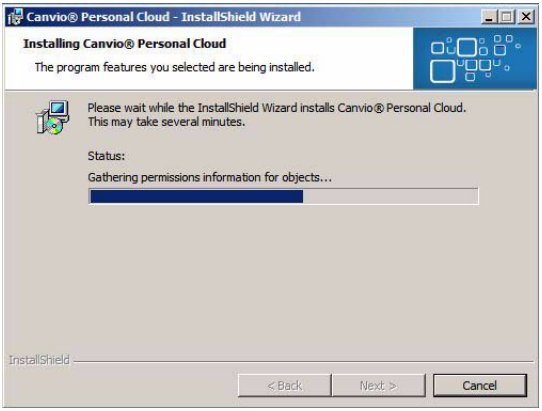

Canvio® Personal Cloud - InstallShield Wizard
Welcome to the InstallShield Wizard for Canvio® Personal Cloud
The InstallShield(R) Wizard will install Canvio® Personal Cloud on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

6. To continue on to the next setup window, review and accept the **End-User License Agreement** (EULA) and Terms of Service.

7. Click **Install**.

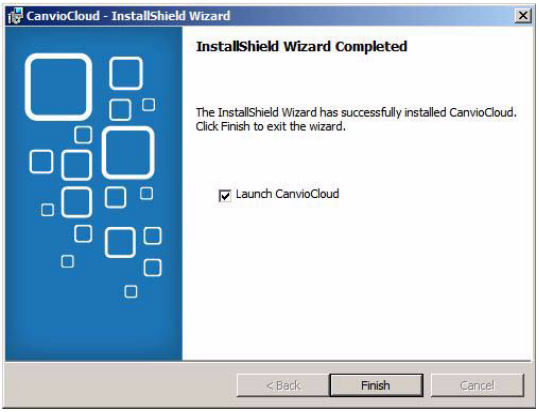

CanvioCloud - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Toshiba End User License Agreement
The following is a legal software license agreement between you, the software end user, and Toshiba Corporation ("Toshiba"). Please carefully read this license agreement before using the relevant Canvio Personal Cloud Software ("Software"). Installing the Software on a computer or other hardware device indicates that you have read this license agreement and agree
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Install
Cancel

8. It will take several minutes to complete the installation.
9. After the installation is complete, click **Next >**.


Canvio® Personal Cloud - InstallShield Wizard
Installing Canvio® Personal Cloud
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs Canvio® Personal Cloud. This may take several minutes.
Status:
Gathering permissions information for objects...
InstallShield
< Back
Next >
Cancel

10. When the installation is successful, a message will appear.

11. To exit the InstallShield Wizard and to continue, click **Finish**.



Your PC will search the network to find the STOR.E CLOUD.

Once the device is found, the name of the STOR.E CLOUD will appear.

1. Click **NEXT** (If there is only one STOR.E CLOUD on your network, then this step will happen automatically).

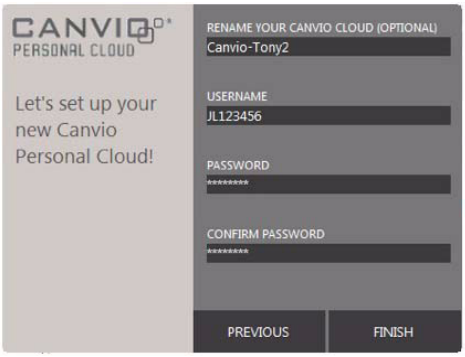
2. If your PC cannot find the STOR.E CLOUD on the network, the following message will appear.

3. To resolve the issue and proceed with configuring the device, click EXIT and follow the instructions on the window.

CANVIO
PERSONAL CLOUD
DETECTION PROBLEM
No Local Network available
I'm sorry. I was unable to find a Canvio® Personal Cloud on the network. Please check to see that your device is connected and powered on per the directions in the Quick Start Guide. If you had previously turned off the power using the settings screen in this program, then you will need to unplug and re-apply the power to the Canvio® Personal Cloud.
EXIT

Then, continue to setup the STOR.E CLOUD.

1. During this initial setup, you can rename your device. *For example, John's Cloud*.
2. Enter a USERNAME (**required**). *For example, JohnSmith, JohnS, etc.*
3. Enter a PASSWORD that you can remember. You will need to enter this password to access your device from the same PC, another PC, or a mobile device. *For example, CJS1112*.



NOTE

The USERNAME and PASSWORD are case sensitive.

- *USERNAME must be between 3 and 32 alphanumeric characters long with a leading character [A – Z] or [a – z].*
- *PASSWORD must be between 6 and 16 characters long.*

Do not use punctuation marks or spaces.

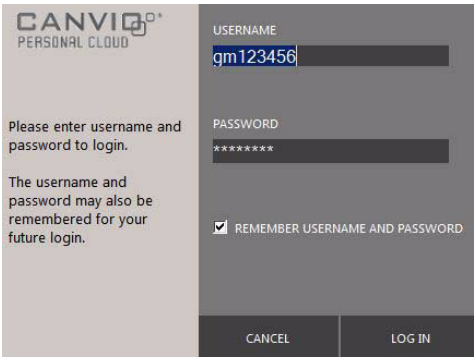
4. To confirm the password, enter it again.
5. Click **FINISH**.

This will complete the installation of the STOR.E CLOUD Software ("Canvio Personal Cloud").

A demonstration video will automatically play to show the advantages of the STOR.E CLOUD and how to use it and take advantage of its many features.

To Login and Access the STOR.E CLOUD

1. In order to access the music, videos, photos, and files on your STOR.E CLOUD, you must enter your USERNAME and PASSWORD at the login window.
2. To have the program remember your login information so that you will not need to enter it again in the future, select the box. It is recommended that you only do this on your personal computer, and not on publicly accessible computers.
3. Click **LOG IN**.



Software Features

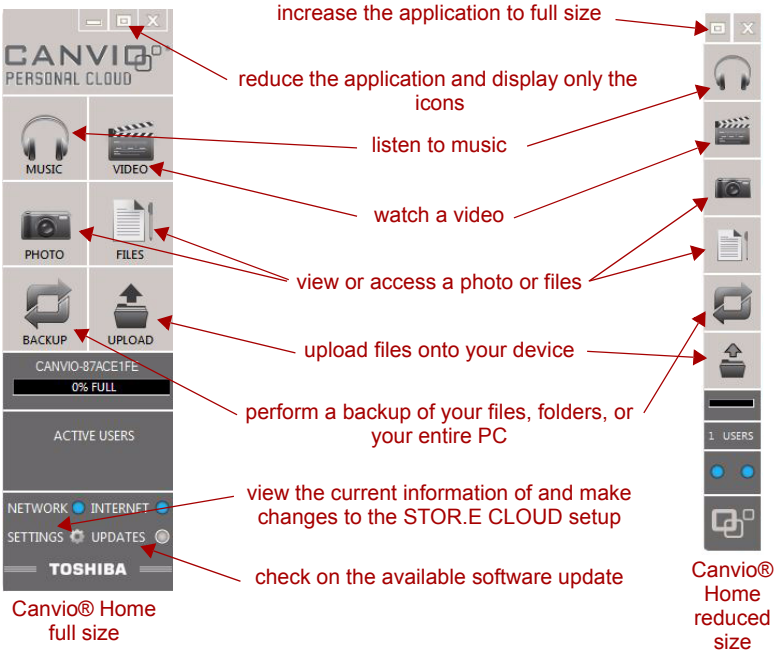
Canvio® Home

Canvio® Home icon

Once the installation has been completed, the Canvio® Home icon will appear on the desktop, the Start menu, and the taskbar.

1. Double-click the Canvio® Home icon.
2. Enter your username and password.

From the Canvio® Home application, you can click one of the following icons to:



Canvio® Home full size

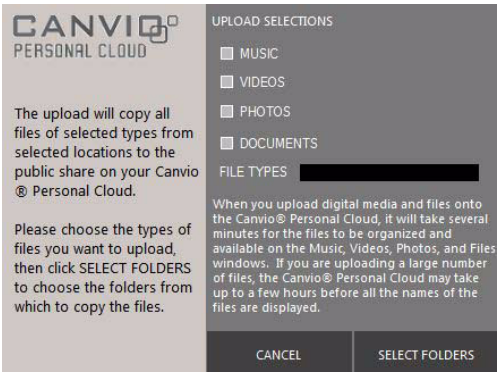
Canvio® Home reduced size

Music, Videos, Photos, and Files

To Upload Files

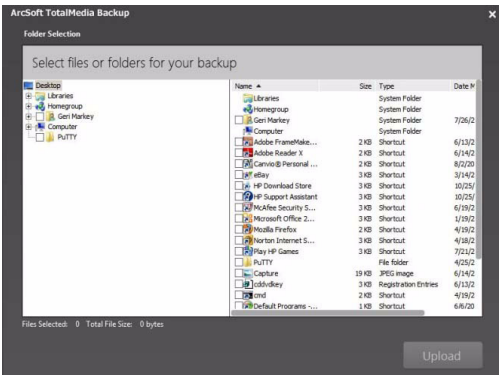
1. Click the UPLOAD icon.

   A window will appear with a list of file types, including MUSIC, VIDEOS, and PHOTOS.


CANVIO
PERSONAL CLOUD
The upload will copy all files of selected types from selected locations to the public share on your Canvio ® Personal Cloud.
Please choose the types of files you want to upload, then click SELECT FOLDERS to choose the folders from which to copy the files.
UPLOAD SELECTIONS
MUSIC
VIDEOS
PHOTOS
DOCUMENTS
FILE TYPES
When you upload digital media and files onto the Canvio® Personal Cloud, it will take several minutes for the files to be organized and available on the Music, Videos, Photos, and Files windows. If you are uploading a large number of files, the Canvio® Personal Cloud may take up to a few hours before all the names of the files are displayed.
CANCEL
SELECT FOLDERS

2. Select the box next to each type of file that you want to upload to the device.
3. To include specific files, select the box for DOCUMENTS. Then, enter the file extension.

   For example, enter .dwg, .pdf, .ai, etc.
4. To select specific folders from which to upload these file types, click **SELECT FOLDERS**.
5. Select the boxes next to the folders from which you want to upload files onto the STOR.E CLOUD
6. To confirm, click **UPLOAD**.



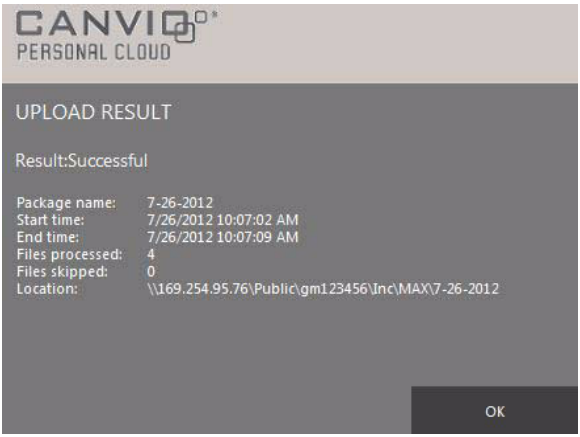
NOTE *It is recommended that you select folders. If you do not select specific folders, then all the selected file types will be uploaded.*

7. The STOR.E CLOUD software will begin to search your PC for the file types which you have selected.
8. It will make copies of the files onto the device so that they can be shared with other users of the device.
9. After the files have been uploaded, an **UPLOAD RESULT** window will appear.
10. To exit, click **OK**.

NOTE

When you upload digital media and files onto the STOR.E CLOUD, it will take several minutes for the files to be organized and available on the Music, Videos, Photos, and Files windows.

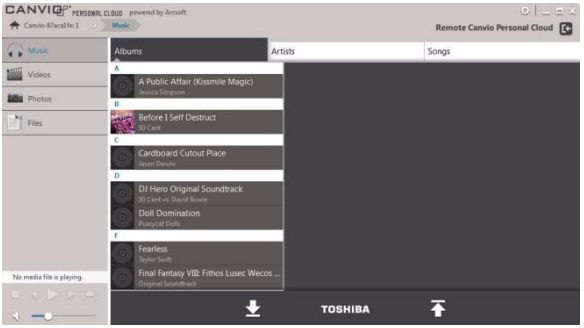
If you are uploading a large number of files, the STOR.E CLOUD may take up to a few hours before all the names of the files are displayed.



To Listen to Music

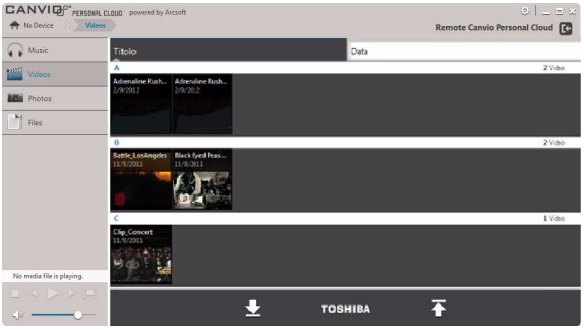
1. Click the MUSIC icon.
   - To listen to an entire album, click the name from the Album list.
   - To listen to an artist, click the name from the Artists list.
   - To listen to a song, click the name from the Songs list.
2. Click the play button.

3. To exit, click the “X” button.



To Watch a Video

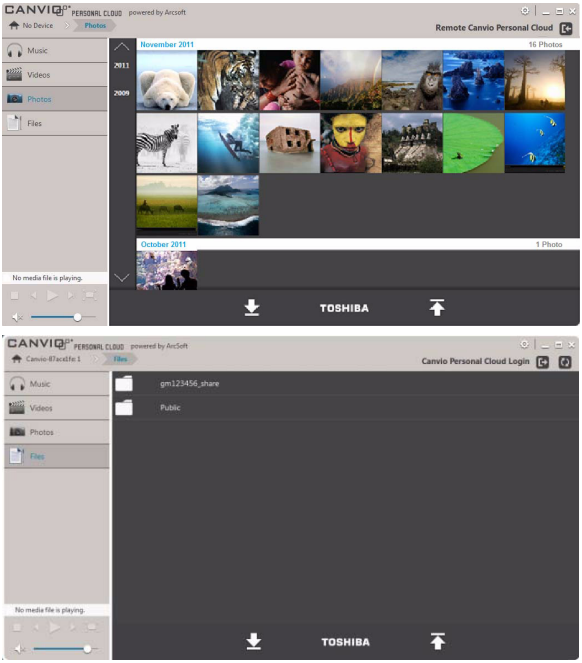
1. Click the VIDEO icon.
   - To watch a video, click the name of the video from the Title or Date list.
2. Click the play button.
3. To exit, click the “X” button.



To View or Access a Photo or Files

1. To view or access a photo or files, click the PHOTO or FILES icon.
2. Select the name of the photo or files form the list.

3. To exit, click the “X” button.



System Backup

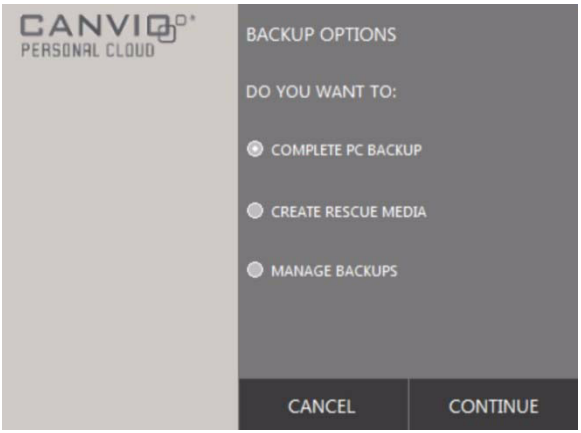
The STOR.E CLOUD software includes a SystemSave™ feature that allows you to create a bootable rescue media, backup your entire PC, and manage the backups which you created.

You can use the bootable rescue media to restore your PC to its original condition if there is a major issue with your PC including a hard drive failure. Therefore, the first important step is to create the bootable rescue media prior to performing a system backup.

The complete system backup can be used to restore Windows, programs, system settings, and files in case of a system malfunction or failure.

To Create a Rescue Media

1. From the Canvio® Home application, click the BACKUP icon.
2. Select **CREATE RESCUE MEDIA**.

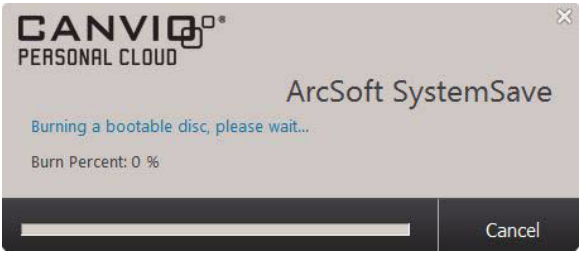


3. Select the removable device to use for your rescue media.

NOTE *You can use either a USB Flash Drive or USB Hard Drive; or a Compact Disc-Recordable (CD-R).*

4. Click **CONTINUE**.

5. Please wait while the bootable rescue media is created.



6. After the rescue media is created, a RESCUE MEDIA CREATION REPORT window will appear.
7. To exit, click **OK**.

NOTE *It is important to keep the rescue media in a safe place.*

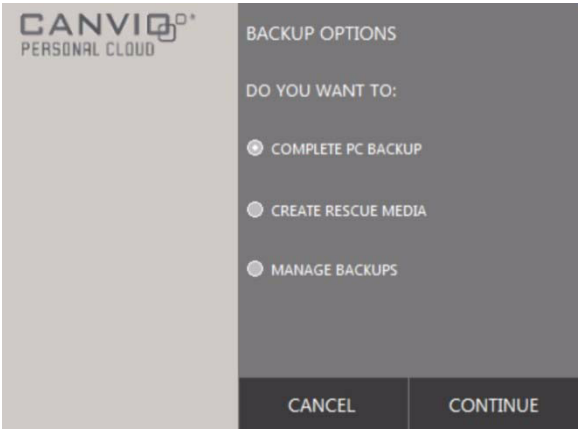
If there was an issue with creating the rescue media, the following **RESCUE MEDIA CREATION REPORT** window will appear.

8. To resolve the issue and exit, click **OK**.
9. Repeat Steps 1 to 7.

To Perform a Complete System Backup (PC)

To backup your entire PC and prepare it for future system recovery, you need to create a boot disk on a USB Flash Drive or USB Hard Drive; or a CD-writable (CD-W) disk.

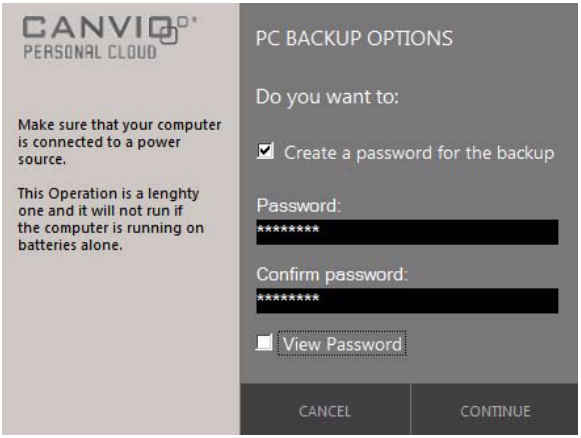
1. From the Canvio® Home application, click the BACKUP icon.
2. Select **Complete PC Backup**.



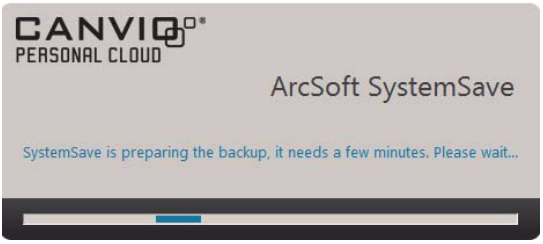
3. Click **CONTINUE**.

4. A window will appear with **PC BACKUP OPTIONS**.
   a. To **Create a PASSWORD for the backup**, select the box.
   b. Enter a PASSWORD.

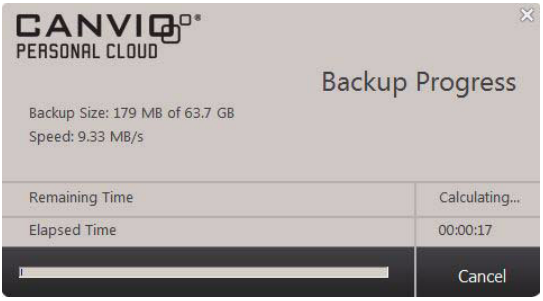
NOTE *The password (maximum length: 16 characters) can be numbers, symbols, and mixed-case letters.*



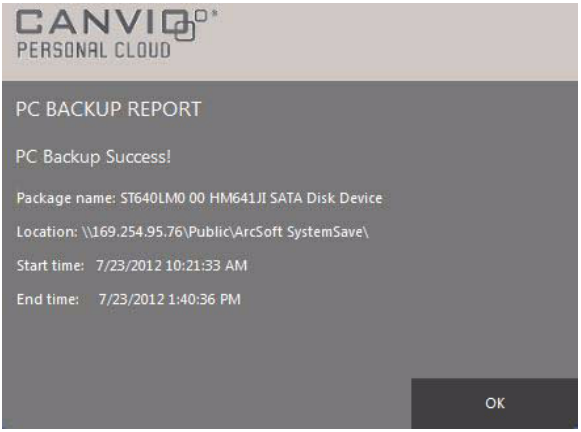
   c. To view the PASSWORD, select the box.
   d. Click **Continue**.
   e. Please wait while it prepares to backup.



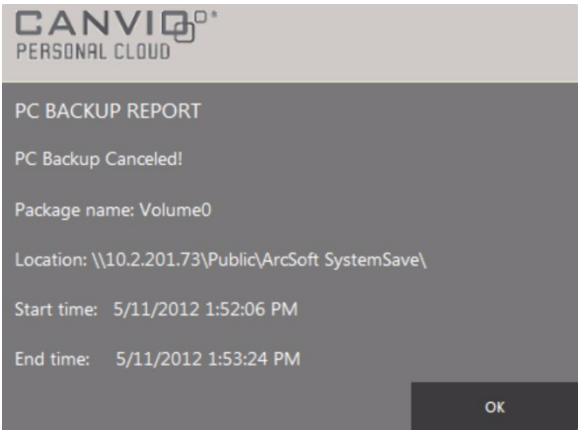
5. A Backup Progress window will display the Backup Size, Speed, Remaining and Elapsed Time.



6. When the backup process is completed, a PC BACKUP REPORT will appear.



7. To stop the backup, click Cancel on the Backup Progress window.
8. A message will appear "**This will cancel the current backup. Continue?**"
9. To completely cancel the process, click **Yes**.
10. A **PC BACKUP REPORT** window will appear.



11. Click **OK**.

To Perform a System Backup (Mac)

Mac notebooks and desktop computers (Mac OS® X) use Apple Time Machine® to perform hourly backups for the 24 hours, daily backups for the past month, and weekly backups for all previous months

NOTE *The oldest backups are deleted when your disk becomes full.*

Verify that the Mac is connected to the same local area (share) network (LAN) as the STOR.E CLOUD, and that the device is visible in the Chooser.

1. Open Time Machine by clicking the icon found on the Menu Bar or Dock
2. (Optional) Select **Time Machine** found under > **Systems Preferences**.
3. Click **Select Disk** and find the STOR.E CLOUD in the list of drives.
4. Select the device.
5. Select **Backup Now**.

To select files and folders

1. **Open up Time Machine**, click **Option…**
2. Select the file(s) and folder(s) from the list to leave out from the backup procedure.

To perform a Backup while on battery power

Check the box to prevent losing any important data or tasks when the battery life runs out.

To receive notification when an old backup is deleted

Select **Notify after old backups are deleted**.

NOTE *The oldest backups are deleted when the assigned storage space on the STOR.E CLOUD becomes full.*

To Allow Automatic Backups

Select **ON**.

To Stop Automatic Backups

Select **OFF**.

To Perform a Manual Backup

Select **Backup Now**.

To Restore the System from the Backup (PC)

If your PC hard drive stops functioning, use the **SystemSave** to restore it.

1. Replace the hard drive in your PC with a new, blank hard drive following the manufacturer's instructions.
2. Verify that the capacity of the new drive is large enough to hold all of the used capacity of the old hard drive. The program will check for the available space on the replacement hard drive.
3. Place the rescue media (CD or USB Drive) into the corresponding slot of the PC.
4. Double check that the system is plugged into the same network as the STOR.E CLOUD to which the system was backed up.
5. Turn on the system power and allow the system to boot using the rescue media.
6. The PC will find the saved system image on the STOR.E CLOUD.

NOTE *If there is more than one saved system image, choose the correct image from the list.*

7. Before the system image is downloaded to the PC, the program will check for the available space on the replacement hard drive.
8. After the available space has been verified, the download process will begin. The reinstalling may take up to several hours.

To Restore a Backup (MAC)

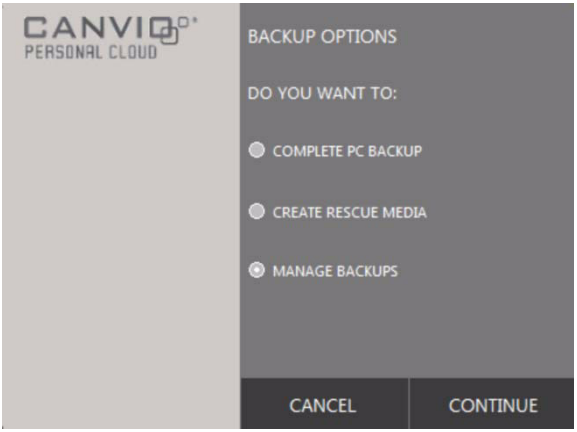
1. Select **Time Machine**
2. Select **Enter Time Machine**
3. Scroll to view the Backup List by TimeLine.
4. Select the File(s), Folder(s), or System.
5. Select **Restore**.
6. Choose one of the following actions: **Keep Original**, **Keep Both**, or **Replace**.

NOTE *Regardless of the contents on the hard drive and how it is partitioned, the backup and restore feature will copy and produce the same format as the existing hard drive.*

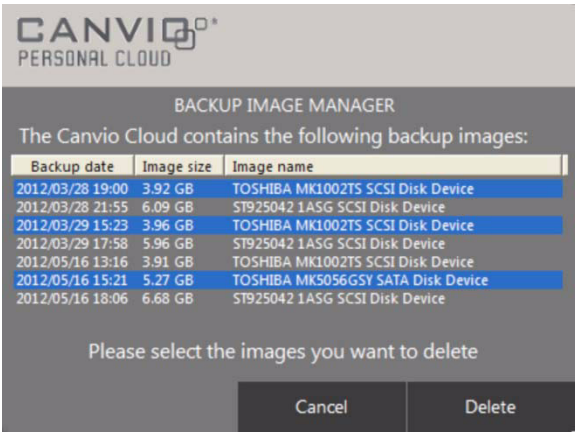
To Delete a Backup (PC)

Backup file(s), folder(s) – its entire contents, and system(s) can be deleted from the Backup List.

1. Click the **BACKUP** icon.
2. Select **MANAGE BACKUPS**.



3. Select the backup image from the **BACKUP IMAGE MANAGER** list, which you would like to delete.
4. To confirm the removal of the backup file(s), folder(s), and/or system(s), click **Delete**.


CANVIO
PERSONAL CLOUD
BACKUP IMAGE MANAGER
The Canvio Cloud contains the following backup images:
Backup date | Image size | Image name
2012/03/28 19:00 | 3.92 GB | TOSHIBA MK1002TS SCSI Disk Device
2012/03/28 21:55 | 6.09 GB | ST925042 1ASG SCSI Disk Device
2012/03/29 15:23 | 3.96 GB | TOSHIBA MK1002TS SCSI Disk Device
2012/03/29 17:58 | 5.96 GB | ST925042 1ASG SCSI Disk Device
2012/05/16 13:16 | 3.91 GB | TOSHIBA MK1002TS SCSI Disk Device
2012/05/16 15:21 | 5.27 GB | TOSHIBA MK5056GSY SATA Disk Device
2012/05/16 18:06 | 6.68 GB | ST925042 1ASG SCSI Disk Device
Please select the images you want to delete
Cancel
Delete

To Delete a Backup (MAC)

Backup file(s), folder(s) – entire contents, and system(s) can be deleted from the Backup List.

1. Select **Time Machine**.
2. Select **Enter Time Machine**.
3. Scroll to view the backup list by TimeLine.
4. Select the file(s), folder(s), or system.
5. Select **Delete** to confirm the removal of the backup file(s), folder(s), and/or system(s).

NOTE

A message will appear on the screen if the following is missing:

- *backup location is missing*
- *cache changed files*
- *resume backup when backup location is connected*

Settings

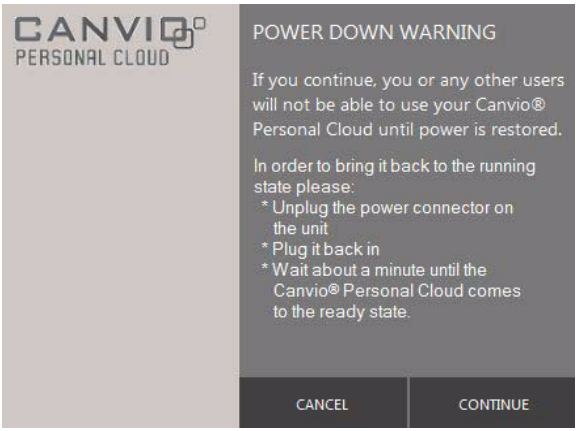
In the Settings window, you can view the current information of and make changes to the STOR.E CLOUD setup.

To View the STOR.E CLOUD Information

1. Click **SETTINGS** on the Canvio® Home application.
2. The following information and features are displayed:
   - a drop-down menu with a list of STOR.E CLOUD(s) on the network from which you can select
   - a switch to **Enable Remote Access**
   - a **PIN** that is required for remote access to the device
   - a switch to **enable HDD Standby**
   - the **Power Switch**
   - the **Canvio® Home** version
   - the **Manage users** list
   - the **add users** icon
   - **Manage SHARES** (area) list
   - the **add share** icon
   - the **PROGRAM VERSIONS**
   - the **Advanced** options/settings

To Power On and Off

1. When the switch is moved to power down the **STOR.E CLOUD Power**, a Power Down Warning message will appear.
2. To confirm, click **Continue**.


CANVIO
PERSONAL CLOUD
POWER DOWN WARNING
If you continue, you or any other users will not be able to use your Canvio® Personal Cloud until power is restored.
In order to bring it back to the running state please:
* Unplug the power connector on the unit
* Plug it back in
* Wait about a minute until the Canvio® Personal Cloud comes to the ready state.
CANCEL
CONTINUE

To Add a New User

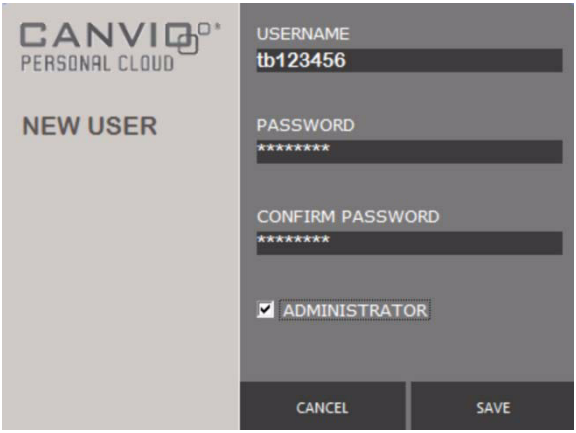
MANAGE USERS icon

1. Click Add User icon under Manage Users.
2. Enter a USERNAME.
3. Enter a PASSWORD.
4. To confirm, enter the same PASSWORD.
5. To make a user an administrator of the device, select the check box.

   These rights will allow a user to add or change an area (share) and make changes to the settings.

6. To confirm, click **Save**.

A message will appear that a user has been successfully added.

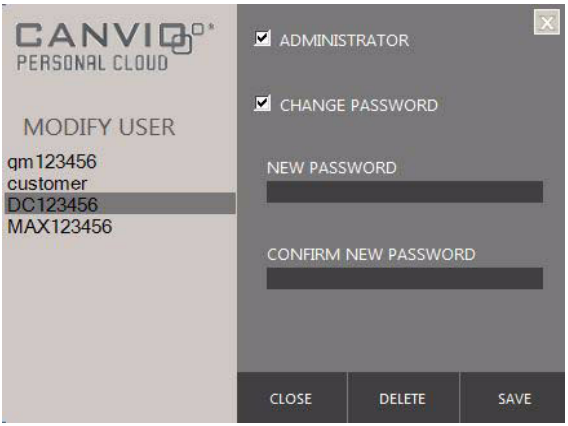


To Change a User's Password and Grant the User Administrator Rights

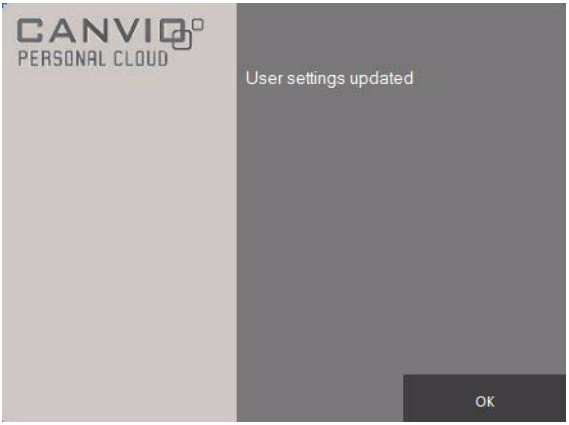
admin
customer
geri
gm123456
guest

MANAGE USERS list

1. Double-click the name of the user from the Manage Users list.
2. A USERS window will appear.
3. Enter and confirm a new PASSWORD for the user.
4. To make a user an administrator of the device, select the check box.
5. To confirm, click **Save**.



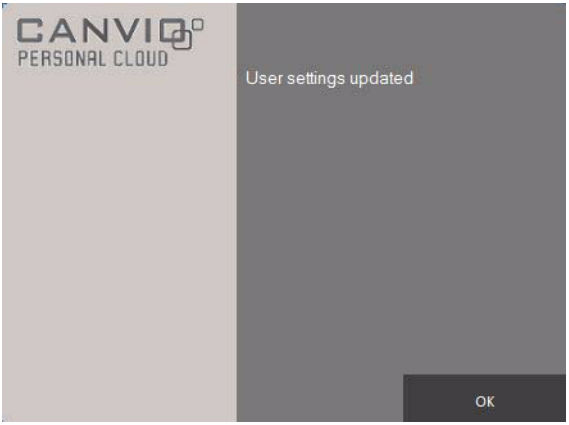
6. To exit, click **OK**.



To Change or Delete a User

1. Double-click the name of the user from the **Manage Users** list.
2. The USERS window will appear.
3. To remove the user from the list, click **Delete**.
4. To confirm the changes, click **Yes**.

5. To exit, click **OK**.



To Create a Public or Private Share (Area)

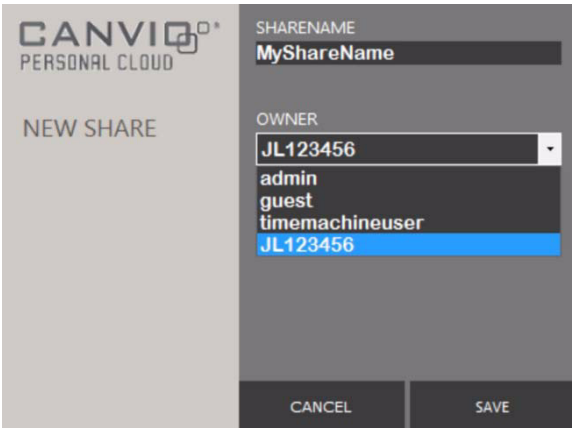
MANAGE SHARES icon

You can create a share (area) in the STOR.E CLOUD. In the share, you can store files that are accessible only to a single user or a selected group of users.

To create a share (area), the user must have administrator rights.

1. Click the manage shares icon.
2. Enter a NEW SHARE name.
3. Select the user who will have access to the share.

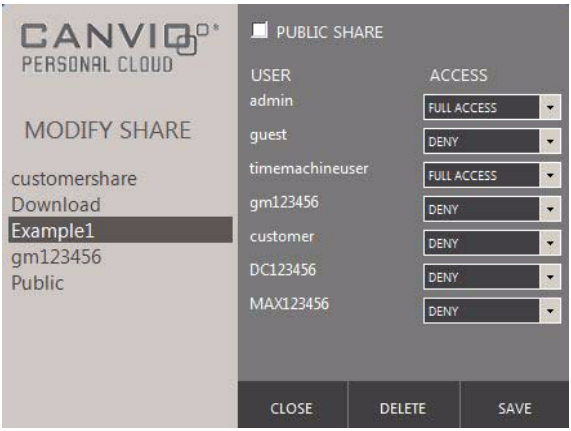
   If there is more than one user, select the name from the drop-down menu.
4. To confirm, click **SAVE**.



To Manage an Existing Public or Private Share (Area)

MANAGE SHARES list

1. Select the name from the MANAGE SHARES list.
2. To make the share available to every user on the list, select the **Public Share** check box.
3. If you want to select the type of access that the user will have select to the share (area) from the ACCESS drop-down menu: Deny, Read Only, Full Access.
4. To delete a share, select it from the list. Then, click **Delete**.
5. To confirm the changes, click **SAVE**.



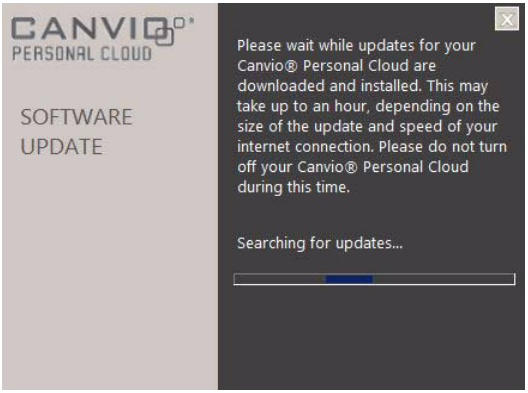
STOR.E CLOUD Updates and Versions

To Check on Available Updates

1. Click the Canvio® Home icon.
2. If a software update is available, the blue light next to UPDATES will flash.
3. To update the STOR.E CLOUD software, click **UPDATES**.

4. You will be asked if you want to download and install the new updates.

   It may take a long time to complete the update depending on the speed of your internet connection and the size of the update.

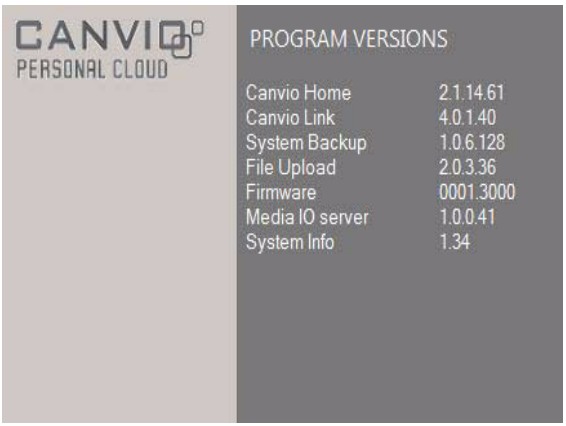

CANVIO
PERSONAL CLOUD
SOFTWARE
UPDATE
Please wait while updates for your Canvio® Personal Cloud are downloaded and installed. This may take up to an hour, depending on the size of the update and speed of your internet connection. Please do not turn off your Canvio® Personal Cloud during this time.
Searching for updates...

   Make sure that you allow enough time for this process to complete.

5. After the update has been installed, the Canvio® Home will automatically restart.

To View the Program Versions

1. Click the Canvio® Home icon.
2. Click **SETTINGS**.
3. Click **PROGRAM VERSIONS**.
4. To exit, click **OK**.



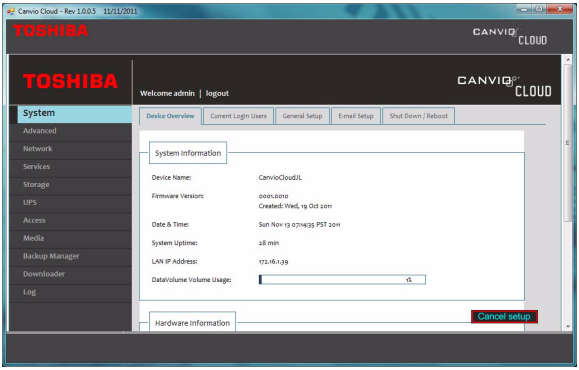
Advanced Operations

The **Advanced Operations** feature allows advanced users to configure the Advanced options of STOR.E CLOUD in more detailed ways that most users will not need.

Advanced Setup

In the **Advanced Setup** feature, additional options are available to manage the device setup:

- **System**
- **Advanced**
- **Network**
- **Services**
- **Storage**
- **Access**
- **Media**
- **Log**
- **Printers**



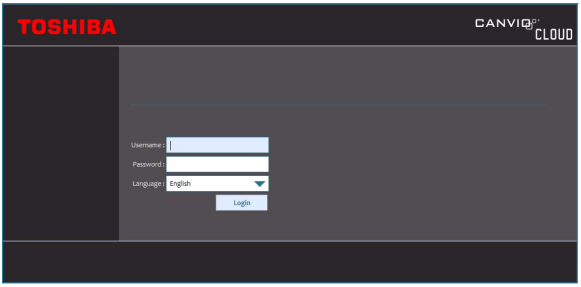
To Log into Advanced Options

ADVANCED

1. From the SETTINGS window, click **ADVANCED**.
2. Enter the **Username** and **Password**.

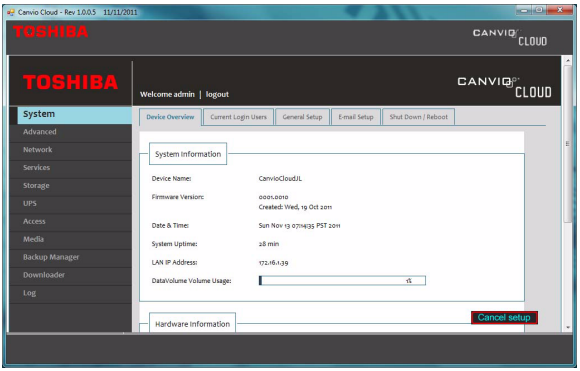
3. Click **Login**.

   This will bring you into the Advanced window.

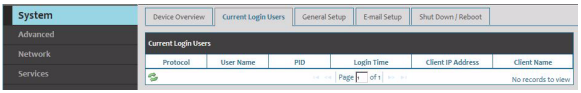


System

The System window displays the system and hardware device information, the current users logged into the device, the current device setup, and the email notification setup.



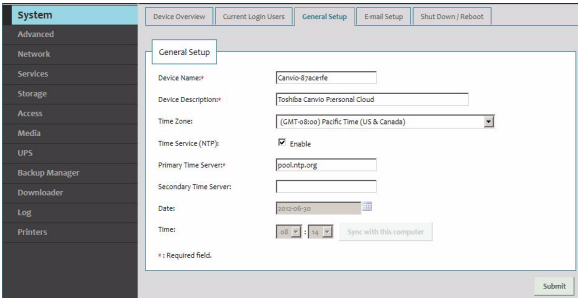
Device Overview



General Login Users

In the **General Setup** window, you can make changes to the device name, its description, the date and time zone and stamp.

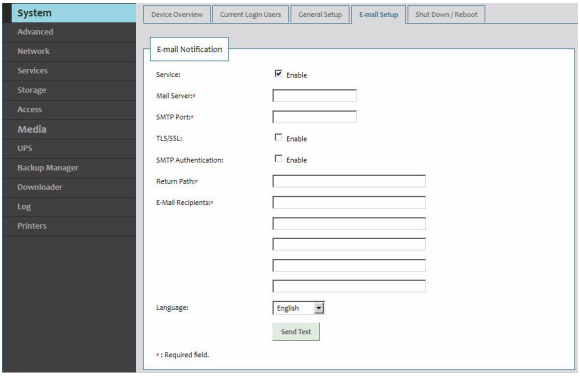
To confirm, click **Submit**.



General Setup

In the **E-mail Setup** window, you can make changes to the notification, **Mail Server, SMTP Port, Return Path, E-mail Recipients, TLS/SSL,** and **SMTP Authentication**.

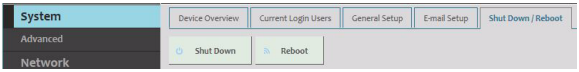
1. To send a email notification test, click **Send Test**.
2. To confirm any change, click **Submit**.



E-mail Setup

In the **Shut Down/Reboot** window, you can power down or reboot the device.

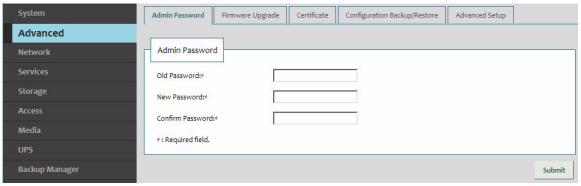
As courtesy, please notify all users to your device of “a scheduled maintenance” so that it does not interrupt any file accesses which they may have in progress.



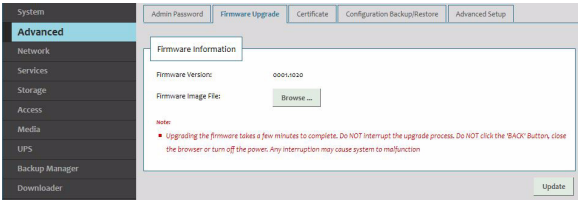
Shut Down/Reboot

Advanced

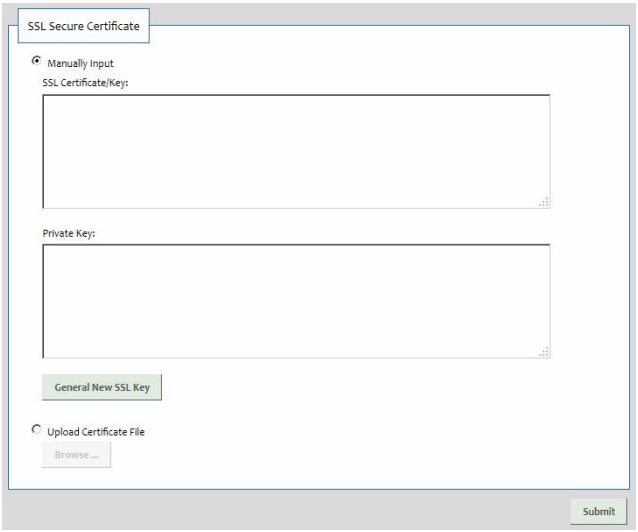
The Advanced window allows the administrator to make changes to an admin password, upgrade the firmware, change certification, how to backup and restore the entire system, and how to setup the hard disk drive.



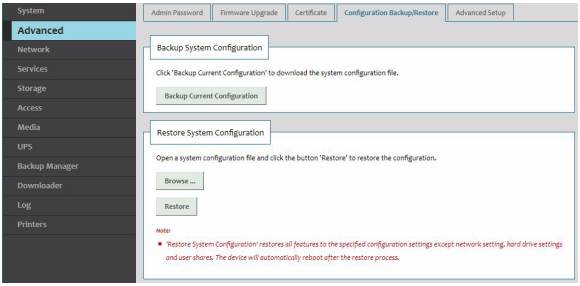
Admin Password



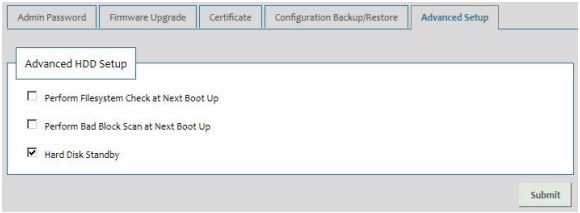
Firmware Upgrade



Certificate



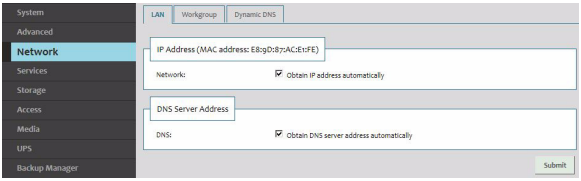
Configuration Backup/Restore



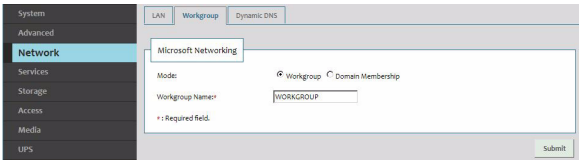
Advanced HDD Setup

Network

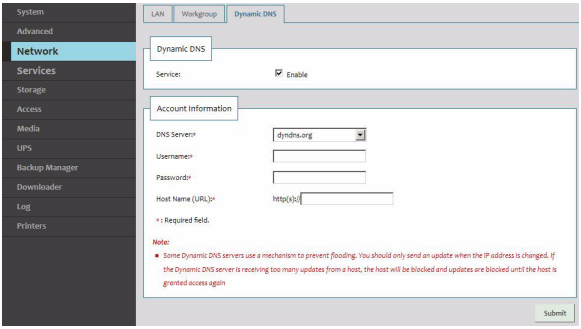
The Network window allows the administrator to configure the Local Area Network (LAN), the Microsoft Networking Workgroup, and the Dynamic Domain Name System (DNS).



LAN



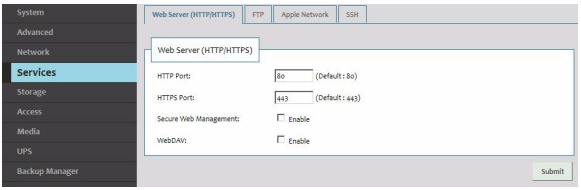
Workgroup: Microsoft Networking



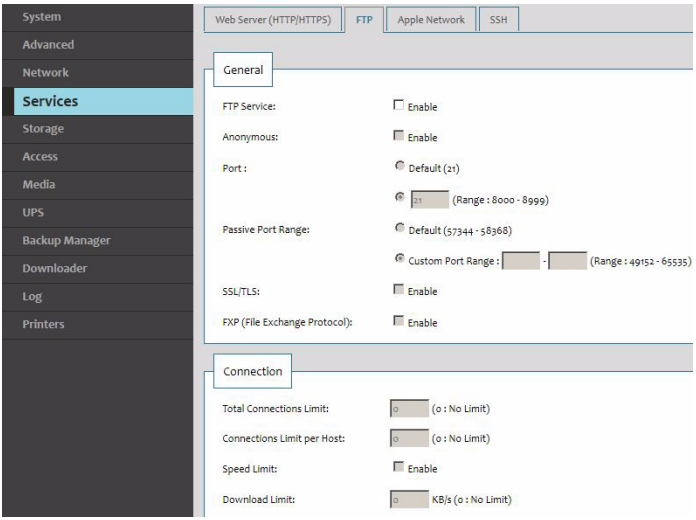
Dynamic DNS

Services

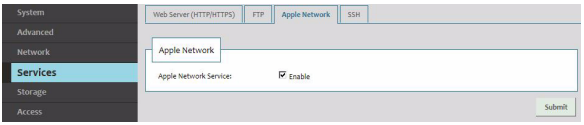
The Services window allows the administrator to configure the Web Server, FTP, Apple Network, and SSH.



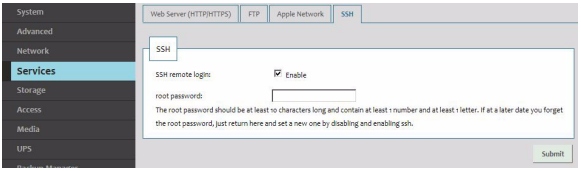
Web Server (HTTP/HTTPS)



FTP



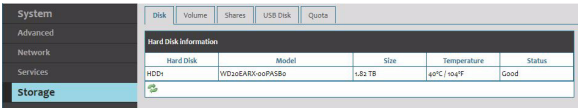
Apple Network



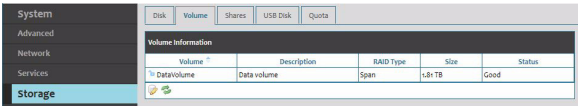
SSH

Storage

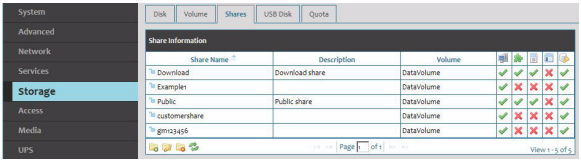
The Storage window allows the administrator to configure the disk, volumes, shares, USB Disk, and Quota.



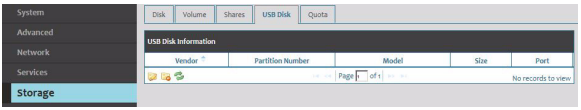
Disk



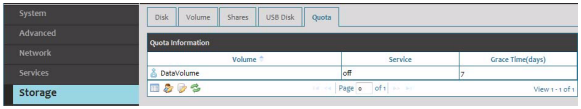
Volume



Shares



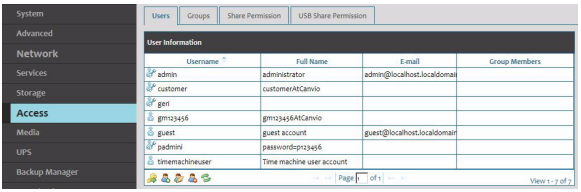
USB Disk



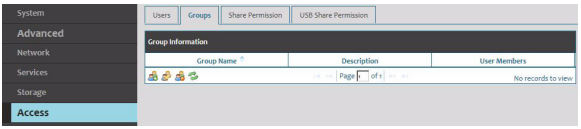
Quota

Access

The Storage window allows the administrator to configure the user, groups, and shares.

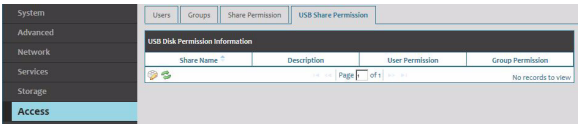


Users



Groups

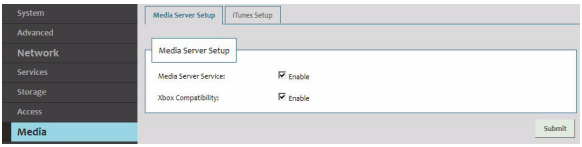
Share Permission



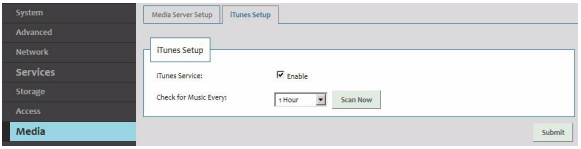
USB Share Permission

Media

The Media window allows the administrator to configure media server and iTunes service.



Media Server Setup



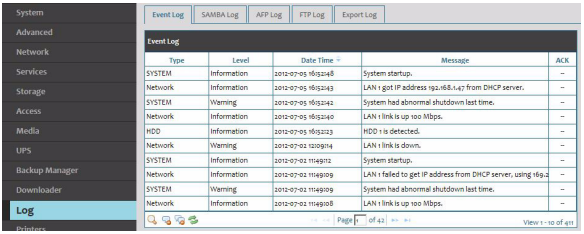
iTunes Setup

Log

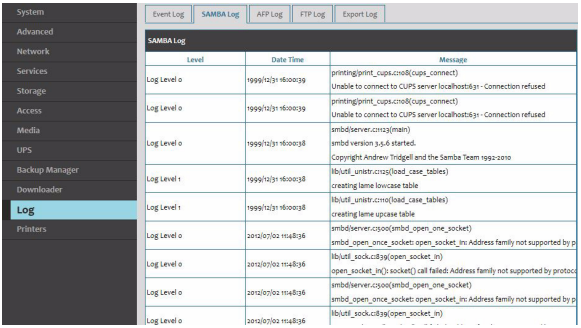
The Log window allows the administrator to view the logs based on event, SAMBA, AFP, FTP, and export.

The following logs will display the **Type, Level, Date Time,** and **Message**.

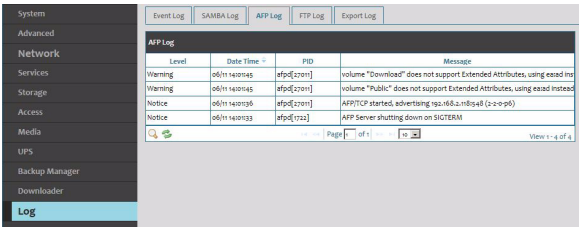
There are several options to delete all log data prior to the past 7 days; refresh; and filter the logs.


System
Advanced
Network
Services
Storage
Access
Media
UPS
Backup Manager
Downloader
Log
Event Log
SAMBA Log
AFP Log
FTP Log
Export Log
Event Log
Type
Level
Date Time
Message
ACK
SYSTEM Information 2012-07-05 16:32:48 System startup.
Network Information 2012-07-05 16:32:43 LAN 1 got IP address 192.168.1.47 from DHCP server.
SYSTEM Warning 2012-07-05 16:32:42 System had abnormal shutdown last time.
Network Information 2012-07-05 16:32:40 LAN 1 link is up 100 Mbps.
HDD Information 2012-07-05 16:32:23 HDD 1 is detected.
Network Warning 2012-07-02 12:09:14 LAN 1 link is down.
SYSTEM Information 2012-07-02 11:49:12 System startup.
Network Information 2012-07-02 11:49:09 LAN 1 failed to get IP address from DHCP server, using 169.2
SYSTEM Warning 2012-07-02 11:49:09 System had abnormal shutdown last time.
Network Information 2012-07-02 11:49:08 LAN 1 link is up 100 Mbps.

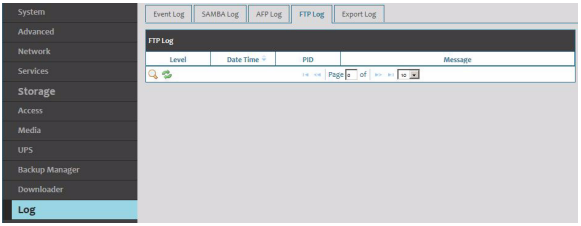
Event Log



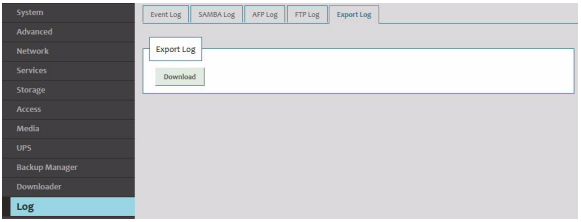
SAMBA Log



AFP Log



FTP Log

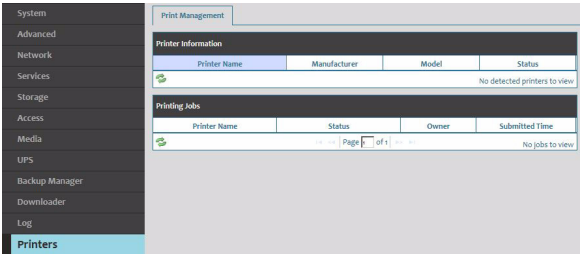


Export Log

Printers

You can view the printers and managed the routed print jobs connected to the Canvio Personal Cloud.

- **Printer Information:** Printer Name, Manufacturer, Model, Status
- **Printing Jobs:** Printer Name, Status, Owner, Submitted Time



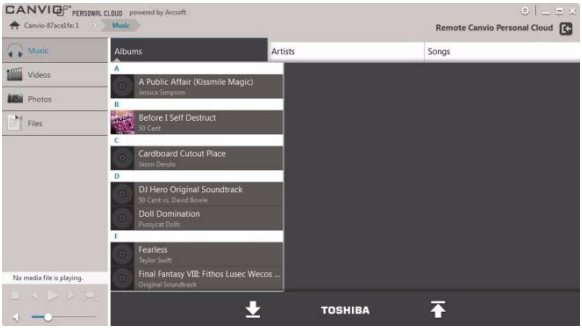
To Exit from Advanced Settings

Click **Logout** to exit the Advanced window.

Remote Access Features

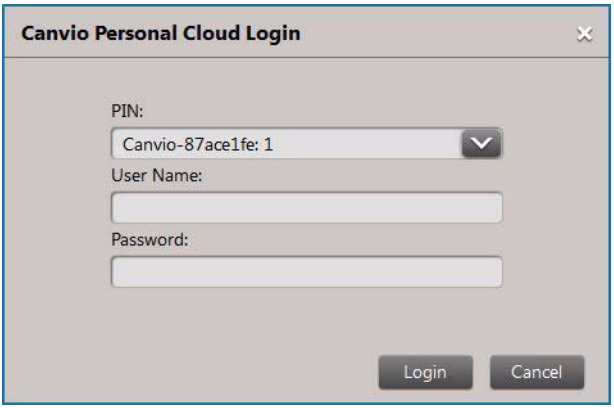
The remote access feature allows a user to access any digital media or files shared on the STOR.E CLOUD through a smartphone, tablet, or PC from anywhere and at anytime if internet access is available.

NOTE *It is important that the ENABLE REMOTE ACCESS switch is moved to the ON position.*



A security feature has been designed into the device to encrypt all information to protect your information when it is sent over the network.

Each time a person who is on the user list accesses the device online, the PIN, the **USERNAME** and the **PASSWORD** are required and verified.



Mobile Device Access

It is important that you have a network connection and internet access before connecting to the STOR.E CLOUD with your mobile device(s):

- smartphones
- tablets

Smart TV

It is important that the Smart TV has a network connection on the same network as the STOR.E CLOUD and must support DLNA. The Smart TV can stream music, videos, and games which are found on the STOR.E CLOUD.

To view videos and photos, and listen to music:

1. Use the arrow keys on your TV's remote control, and select **Menu**.
2. Select **Media Player**.
3. Select the **STOR.E CLOUD**.
4. Select the **Video** Folder.
5. Select **Public**.
6. Select **Movies**.
7. Select the movie or video to play.

Android™ or iOS Smartphone or Tablet

The device will work with any Android™ smartphone or tablet with Android™ OS 2.0 or later, and any iPhone, iPod touch, or iPad running iOS 4.0 or later.

1. To download the STOR.E CLOUD ("Canvio Personal Cloud") App, go online using your mobile device to the **Apple App Store™** or **Android Market™**.
2. Search for **Canvio® Link**
3. Once the App is downloaded and installed according to the standard procedure for your device, select the App to launch the **Remote Access** feature.
4. The **Canvio® Link** will ask for the PIN that can be found in the Settings window, along with your username and password.
5. Once you have logged online into the STOR.E CLOUD, select the name of the digital media or files on the device.
6. If you selected MUSIC or VIDEO, it will automatically play on your portable media player (PMP) or your digital audio player (DAP).

NOTE *Your smartphone or tablet must support the filetype which you want to access.*

If you are viewing a file that is not download or streaming compatible with the device, a message will appear stating that the **Media or File cannot be downloaded or Not available for streaming**.

To uninstall

To uninstall the app, follow the instructions for your device.

Product Specifications

Physical Dimensions

Height = 160mm = 6.3"

Length = 191mm = 7.5"

Width (foot) = 79mm = 3.1"

Width (body) = 55mm = 2.2"

Capacity

Varies according to model: 2 or 3TB. The capacity refers to the raw capacity of the disk drive in the system. The system software and files system overhead uses some of this capacity.

Software

1.0.1.0

Ethernet

10/100/1000Base-T

Languages

Default: English

Chinese (Simplified and Traditional), Czech, Danish, Dutch, English, Finnish, French (Canada), French (France), German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish (Latin America), Spanish (Spain), Swedish, Thai, Turkish

Smartphones

Android™ OS

Apple iPhone® 3GS, 4, 5

Dell Streak 5

Motorola™ DROID™, Droid™ X

Samsung® Galaxy AX

And others

Tablets

Apple iPad® 1, 2

Samsung Galaxy Tab Android™ 3.1

Toshiba THRiVE™ Android™ 3.1

And others

Other Music Devices

Apple iPod touch®

File Systems

USB Hard Drive (not included) – NTFS and FAT32

Networking

TCP/IP (IPv4), Gigabit LAN with Jumbo Frame, DHCP Client

Protocols

CIFS, AFP (3.2), NFS (v3), HTTP, HTTPS. Network Service Discovery (UPnP and Bonjour), Wake-on-LAN support

File Server

Protocols

CIFS, AFP (3.2), NFS, HTT, HTTPS

Media Server

Apple® iTunes®

Reset and Erase

To Reset the STOR.E CLOUD

The Reset button is located on the back of the device.

To reset the device name and administrator password on STOR.E CLOUD, use a ballpoint pen or other small-tipped element to depress and hold the reset button for at least two (2) seconds.

To Erase Data

If your STOR.E CLOUD contains sensitive data, you should be aware that standard deletion procedures do not remove the data from the media.

These standard deletion procedures include:

- Selecting Delete for a target file
- Putting files in and emptying the Recycle Bin
- Reformatting the media
- Reinstalling the STOR.E CLOUD Installation Software

The procedures above delete only the initial part of the data used for file management. This makes the file invisible to the operating system, but the data can still be read by specialized utilities.

If you dispose of the STOR.E CLOUD, first delete all the data on it by using one of the methods listed below to prevent unauthorized use of such data:

- Physically destroy the STOR.E CLOUD
- Use a proven specialized utility to overwrite all the data
- Take the STOR.E CLOUD to a professional deletion service

Toshiba will not be responsible for the deletion of the data on your device.

Solutions to Common Issues

STOR.E CLOUD cannot be found on your network.

Verify the following:

1. The Ethernet cable is connected into the STOR.E CLOUD's Ethernet port and to the network router or switch.
2. The network router is connected to a power outlet
3. The PC and the STOR.E CLOUD are on the same network subnet
4. The network router or switch must be set up to provide IP addresses automatically (DHCP server).
5. The PC meets the requirements to install the STOR.E CLOUD Installation software.

Network Router or Switch Failed

1. Verify that the router or switch cables are connected correctly.
2. Verify that the power supply is plugged into a power outlet and to the router or switch.
3. Reboot the STOR.E CLOUD and the router/switch.

LED lights are not lit

Verify that the power supply is plugged into a power outlet and to the STOR.E CLOUD.

Amber LED Light is On

The STOR.E CLOUD has less than 10% capacity remaining for any additional digital media and files.

Please contact Toshiba at www.toshiba.eu to purchase an additional STOR.E CLOUD to add more storage space.

Forgot username and PASSWORD

To reset a username and password, modify a username and password through the MANAGE USERS window.

To reset an administrator's username ("admin") and password ("admin"), hold down the reset button for 2 seconds.

Unsupported version of Android™ OS

A message will appear if your device is not a compatible to find the STOR.E CLOUD.

Cannot open and launch music, video, photo or file

1. Reboot your PC, tablet, or smartphone.
2. Verify that the STOR.E CLOUD Software has been installed.
3. Log back into the Canvio® Home application.

4. Select the music, video, photo or files icon to open and launch the digital media or files.

Issue is Not Listed Here

If any issue continues or if you cannot find the issue mentioned in the User's Manual, please check the Frequently Asked Questions on the Toshiba web site, or contact Toshiba's customer support center.

TOSHIBA Support

Need help?

Please contact TOSHIBA's hard drive and storage products support page:

www.toshiba.eu/storage/contact

For warranty claims, please check: *computers.toshiba.eu/options-warranty*

Trademarks

STOR.E, Canvio and the Canvio Logo are registered trademarks of Toshiba Corporation. All other trademarks are the property of the respective owners. Product specifications subject to change without notice.

Android, Android Market, and Google Chrome browser are trademarks of Google, Inc.

Apple and Safari are registered trademarks of Apple, Inc.

ArcSoft, SystemSave and TotalMedia are trademarks or registered trademarks of ArcSoft, Inc.

Windows, Windows Vista, Internet Explorer, and Xbox are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Mozilla and Firefox are registered trademarks of Mozilla Foundation.

SAMSUNG is a registered trademark of Samsung Electronics.

All other brand and product names are trademarks or registered trademarks of their respective companies.

Regulatory statements

CE Compliance

This product is CE marked in accordance with the requirements of the applicable EU Directives. Responsible for CE marking is Toshiba Europe GmbH, Hammfelddamm 8, 41460 Neuss, Germany. A copy of the official Declaration of Conformity can be obtained from following website: *http://epps.toshiba-teg.com*.

Working Environment

The Electromagnetic Compliance (EMC) of this product has been verified typically for this product category for a so called Residential, Commercial & Light Industry Environment. Any other working environment has not been verified by Toshiba and the use of this product in these working environments is maybe restricted or cannot be recommended. Possible consequences of the use of this product in non verified working environments can be: Disturbances of other products or of this product in the nearby surrounding area with temporarily malfunction or data loss/ corruption as result. Example of non verified working environments and related advices:

- Industrial environment (e. g. where 3-phase 380V mains is being used mainly): Danger of disturbances of this product due to possible strong electromagnetic fields especially near to big machinery or power units.
- Medical environment: The compliance to the Medical Product Directive has not been verified by Toshiba, therefore this product cannot be used as a medical product without further verification. The use in usual office environments e.g. in hospitals should be no problem if there is no restriction by the responsible administration.
- Automotive environment: Please search the owner instructions of the related vehicle for advices regarding the use of this product (category).
- Aviation environment: Please follow the instructions of the flight personnel regarding restrictions of use.

Additional Environments not Related to EMC

- Outdoor use: As a typical home/office equipment this product has no special resistance against ingress of moisture and is not strong shock proofed.
- Explosive atmosphere: The use of this product in such special working environment (Ex) is not allowed.

Following information is only valid for EU-member States:

REACH - Compliance Statement

The new European Union (EU) chemical regulation, REACH (Registration, Evaluation, Authorization and Restriction of Chemicals), entered into force on 1 June 2007.

Toshiba will meet all REACH requirements and is committed to provide our customers with information about the chemical substances in our products according to REACH regulation.

Please consult the following website *www.toshiba-europe.com/computers/info/reach* for information about the presence in our articles of substances included on the candidate list according to article 59(1) of Regulation (EC) No 1907/2006 (“REACH”) in a concentration above 0.1 % weight by weight.

Disposal of products

The crossed out wheeled dust bin symbol indicates that products must be collected and disposed of separately from household waste.

The black bar indicates that the product was placed on the market after August 13, 2005.

By participating in separate collection of products, you will help to assure the proper disposal of products and thus help to prevent potential negative consequences for the environment and human health.

For more detailed information about the collection and recycling programmes available in your country, please visit our website (*http://eu.computers.toshiba-europe.com*) or contact your local city office or the shop where you purchased the product.

The following information is valid only for Turkey:

Compliant with EEE Regulations: TOSHIBA meets all requirements of Turkish regulation 28300 “Restriction of the use of certain hazardous substances in electrical and electronic equipment”.

Disclaimer

Information in this document is subject to change without notice. The manufacturer does not make any representations or warranties (implied or otherwise) regarding the accuracy and completeness of this document and shall in no event be liable for any loss of profit or any commercial damage, including but not limited to special, incidental, consequential, or other damage.

UM-STOR.E CLOUD-V1/0912

TOSHIBA
Leading Innovation

www.toshiba.eu/storage